

**Service: Operating Environment Provisioning - Unisys**

**Service Line:** Operating Environment Provisioning

**Status:** This service is available to all state agencies, subject to resource availability. It is in production status.

**General Description:**

This service consists of mainframe application hosting which includes:

- general computing
- storage backup
- network interface services
- staffing to support customer requirements

Production, development and testing functionality are all supported.

**Service Level Targets:**

Support is available 24 hours per day, 365 days per year. Operators are available at all times; technical support staff is either on site or on call for support at all times.

Hardware support is always available, with a two-hour response time requirement.

**Availability:**

This service is available statewide. Uptime targets are set annually by GTA management, but the informal goal is to limit downtime to an absolute minimum. Both automated and manned monitoring are provided at all times.

**Limitations:**

Some services may depend on links to external systems. Some failures on external systems cannot be controlled or mitigated by GTA staff supporting this service.

**Prerequisites:** N/A

**Pricing / Charges:**

For application-specific price quotes, contact your GTA Account Manager by calling GTA Solutions Marketing (404) 651-6964 or e-mail [gtasolutionsmrktg@gta.ga.gov](mailto:gtasolutionsmrktg@gta.ga.gov). Some costs are billed based on usage level. These include charges for paper used in printing, charges for lines of output printed and charges for tape media usage.

**Service Components or Product Features Included in Base Price:**

In addition to use of the computational engines and memory, this service includes

- disk storage
- tape storage
- print services
- data delivery for remote printing and
- access to communications network infrastructure

Also included are:

- general data backup services
- system software support
- limited application program consulting
- availability and performance monitoring
- hardware maintenance
- both hardware and software management

**Options Available for an Additional Charge:** N/A

**Service Components or Product Features Not Included:**

Customers are responsible for backing up their own databases.

**What GTA Provides:**

GTA provides the hardware, systems software and staff necessary to support the service as well as network infrastructure necessary for user access.

**What the Customer Provides:**

Customers provide application software, either developed or purchased, and staff to maintain, monitor and run the application. Depending on their location and other factors, customers may need to provide for remote access via network.

**Service Support:**

The GTA Command Center is the focal point for problem reporting and tracking. Report problems to the GTA Command Center at (404) 656-7378 or send an e-mail to [CommandCenter@gtga.ga.gov](mailto:CommandCenter@gtga.ga.gov). ServiceCenter software is used to open and track trouble tickets. Command Center staff members are responsible for routing the ticket to the appropriate resource for resolution. If the problem requires it, customer staff may have access to GTA system support staff. If necessary, system support staff contact the vendor to assist with the problem.

**Service Issue Escalation:** There is an escalation procedure to ensure trouble reports are tracked and elevated to higher levels of management when necessary.

**Benefits / Advantages:**

This service is powerful, highly flexible and secure and provides excellent availability. It includes a number of support services such as backup services, communication services, monitoring and programming support services. It is supported by experienced staff.

**How to Start this Service:**

Contact the GTA Office of Solutions Marketing at [gtasolutionsmrktg@gta.ga.gov](mailto:gtasolutionsmrktg@gta.ga.gov) or by phone at (404) 651-6964 to be directed to your GTA Account Manager.

**Related Services and Products:**

- Legacy Print Services, via the channel attached printer from the mainframe
- Data Storage Services
- Backup Services
- Tape Storage Services

**Other Information:** N/A

**Terms and Definitions:** N/A